

## Customer Service Report for the ADB



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/1/2008 7:00:07 AM

|                       | CREATED |     |     |       | ASSIGNED/PENDING/<br>CHECKED OUT |     |       | CLOSED |     |       | AVG MIN  |
|-----------------------|---------|-----|-----|-------|----------------------------------|-----|-------|--------|-----|-------|----------|
|                       | DCS     | ADB | WEB | Other | DCS                              | ADB | Other | DCS    | ADB | Other | To Close |
| <b>Accounts</b>       |         |     |     |       |                                  |     |       |        |     |       |          |
| Access/Login          | 1       | 0   | 0   | 0     | 0                                | 0   | 0     | 1      | 0   | 0     | 3        |
| Billing               | 1       | 0   | 0   | 0     | 0                                | 0   | 0     | 0      | 0   | 1     | 12       |
| Password Reset        | 5       | 0   | 0   | 0     | 0                                | 0   | 0     | 5      | 0   | 0     | 11       |
| Password Self Service | 1       | 0   | 0   | 0     | 0                                | 0   | 0     | 1      | 0   | 0     | 3        |
| Web Sponsor           | 1       | 0   | 0   | 0     | 0                                | 0   | 0     | 1      | 0   | 0     | 4        |
| <b>ADB</b>            |         |     |     |       |                                  |     |       |        |     |       |          |
| Connectivity          | 27      | 0   | 0   | 0     | 0                                | 0   | 1     | 23     | 1   | 2     | 17       |
| DELPRO                | 63      | 0   | 0   | 1     | 0                                | 0   | 4     | 47     | 7   | 6     | 8        |
| Fellowship Pmt Syst   | 12      | 0   | 0   | 0     | 0                                | 0   | 0     | 0      | 12  | 0     | 8        |
| Finance               | 2       | 0   | 0   | 0     | 0                                | 0   | 0     | 2      | 0   | 0     | 2        |
| General Info          | 23      | 0   | 0   | 0     | 0                                | 1   | 0     | 14     | 7   | 1     | 7        |
| GUI                   | 1       | 0   | 0   | 0     | 0                                | 0   | 0     | 0      | 0   | 1     | 5        |
| ID Reactivation       | 214     | 0   | 0   | 0     | 1                                | 0   | 0     | 208    | 5   | 0     | 5        |
| Keyword               | 22      | 0   | 0   | 0     | 1                                | 0   | 0     | 19     | 1   | 1     | 7        |
| Registration          | 4       | 0   | 0   | 0     | 0                                | 0   | 0     | 3      | 0   | 1     | 6        |
| Reports               | 3       | 0   | 0   | 0     | 0                                | 0   | 1     | 1      | 1   | 0     | 23       |

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|----------------------------|------------|----------|----------|----------|----------------------------------|----------|----------|------------|-----------|-----------|----------|
|                            | DCS        | ADB      | WEB      | Other    | DCS                              | ADB      | Other    | DCS        | ADB       | Other     | To Close |
| Security                   | 5          | 0        | 0        | 0        | 0                                | 0        | 0        | 5          | 0         | 0         | 10       |
| SSF                        | 1          | 0        | 0        | 0        | 0                                | 0        | 0        | 1          | 0         | 0         | 20       |
| <b>Application Support</b> |            |          |          |          |                                  |          |          |            |           |           |          |
| COTS-QWS3270-Troubleshoot  | 1          | 0        | 0        | 2        | 0                                | 0        | 0        | 1          | 0         | 2         | 5        |
| <b>Back Office Support</b> |            |          |          |          |                                  |          |          |            |           |           |          |
| Permissions/Shares         | 1          | 0        | 0        | 0        | 0                                | 0        | 0        | 0          | 0         | 1         | 4        |
| <b>OS/390</b>              |            |          |          |          |                                  |          |          |            |           |           |          |
| Printer/VPS                | 1          | 0        | 0        | 0        | 0                                | 0        | 0        | 0          | 0         | 1         | 27       |
| SILK                       | 1          | 0        | 0        | 0        | 0                                | 0        | 0        | 1          | 0         | 0         | 20       |
| <b>Grand Total:</b>        | <b>390</b> | <b>0</b> | <b>0</b> | <b>3</b> | <b>2</b>                         | <b>1</b> | <b>6</b> | <b>333</b> | <b>34</b> | <b>17</b> | <b>7</b> |

Total Tickets Closed: 384

Total Tickets Assigned/Pending/Checked Out: 9

393